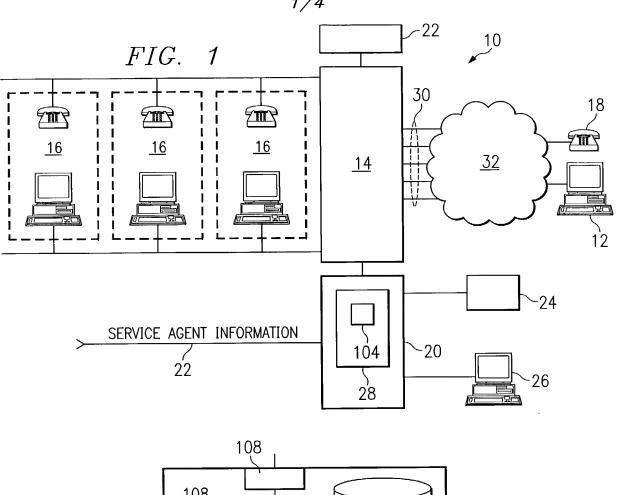
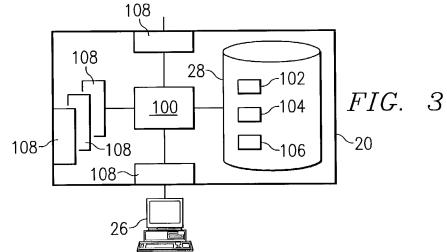
Attorney Docket No. 019143.0334

Inventors: Benjamin et al. Filed: August 14, 2001 Sheet 1 of 4

1/4





104

124 120	126		FIG.	4	رم	122
AGENT ID	CLIENT (SATISFACTION	FRENCH	AVERAGE LENGTH OF SESSION	AVAILABILITY		SKILL N
EILER	8	8	7	9	000	10 ′
2349	0	0	0	3	000	0
nicole@etalk.com	9	0	2	10	000	7
150.0.8.1	3	4	0	6		0

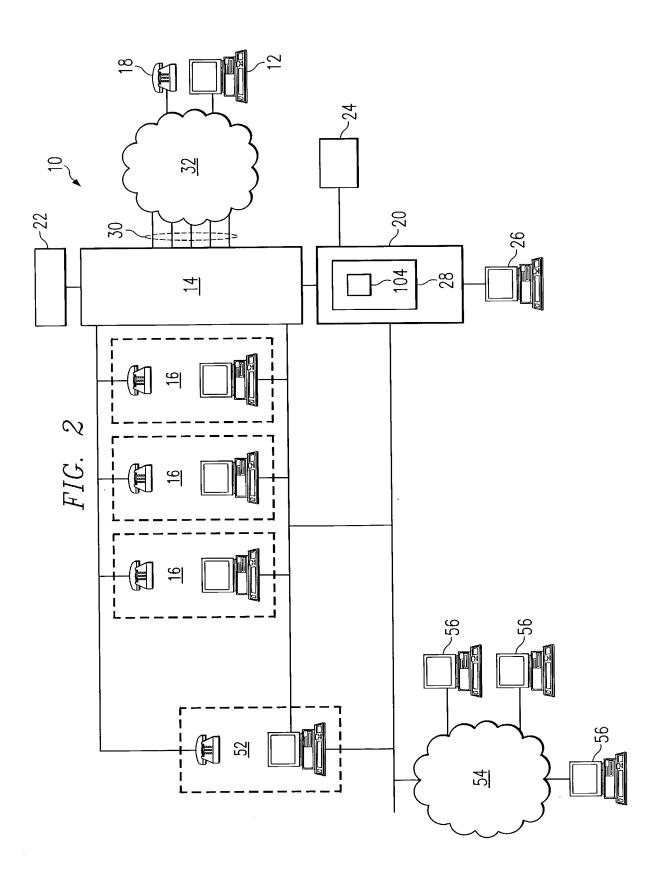
Skills-Based Routing

of a Communication Session 34.5 Attorney Docket No. 019143.0334

Inventors: Benjamin et al. Filed: August 14, 2001

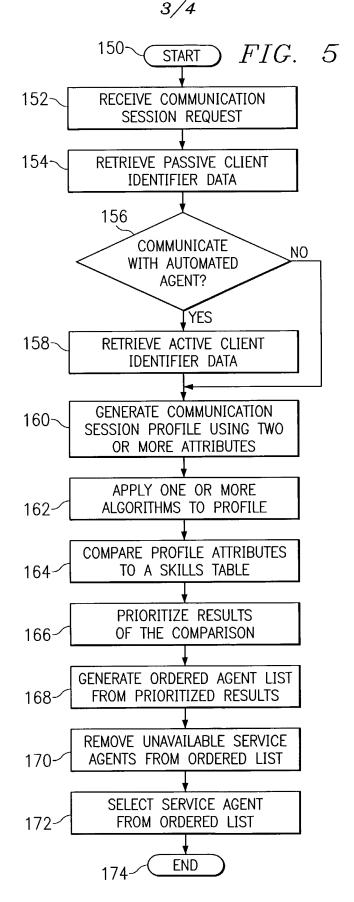
Sheet 2 of 4





Attorney Docket No. 019143.0334 Inventors: Benjamin et al. Filed: August 14, 2001 Sheet 3 of 4

A /



Inventors: Benjamin et al. Filed: August 14, 2001 Sheet 4 of 4

4/4

